



Utility Billing Department
Revised October 17, 2007

Procedures for Water & Sewage Applications

- All customers must apply in person for service except for current/past customers with a good credit rating.*
- All customers must pay a \$12.00 application fee upon request of service.
- All customers must present two (2) forms of identification – at least one must be a valid government-issued picture identification.
- Residential rental customers and homeowners buying on contract must present their ID's and the legal rental agreement/contract and must pay a \$20 deposit in addition to the application fee. This amounts to \$32.
- Commercial customers leasing property must present their ID's and the legal lease agreement and must pay a \$35 deposit in addition to the application fee. This amounts to \$47.
- Commercial accounts may require a responsible company official to sign for the account.
- Any organization requesting a sales tax exemption must provide a completed Form ST-109 (Utility Sales Tax Exemption Certificate)
- If a current/past customer applies for new service, all outstanding account balances in their name **and** in the names of those residing at the address must be paid in full prior to activation of service.

*Good credit rating – The Utility Billing Department uses an internal point system to calculate credit ratings

Points are accrued for the following reasons:

- Late payment = 1 point
- Disconnect Notice = 2 points
- Disconnection of Service = 3 points
- Returned Payments = 3 points

6 points = Insufficient Credit Rating